

The Update is a bi-weekly web newsletter published by the Iowa Department of Public Health's Bureau of Family Health. It is posted the second and fourth week of every month, and provides useful job resource information for departmental health care professionals, information on training opportunities, intradepartmental reports and meetings, and additional information pertinent to health care professionals.

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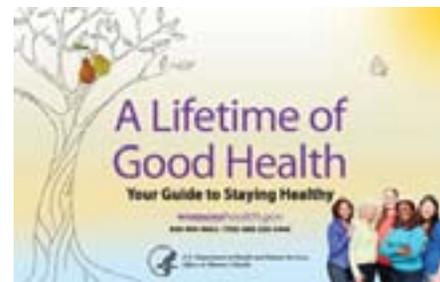
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A Lifetime of Good Health Your Guide to Staying Healthy



This guide to staying healthy is brought to you by the U.S.

Department of Health and Human Services' Office on Women's Health at www.womenshealth.gov.

The Office on Women's Health published this guide to provide women quick and trustworthy health information. Your health needs will change throughout the years, and this guide offers you a plan for health at all stages of life. It begins with healthy behaviors to prevent and manage the many health conditions that can affect you.

It also specifically addresses things that are important to women, like pregnancy, breastfeeding, menopause and breast cancer. Although there are genetic risks that you cannot control for many diseases, there are some risks that you can overcome by following preventive steps. These steps are outlined in this guide and are not difficult to follow.

The booklet is available in English, Spanish and Chinese and can be downloaded at www.womenshealth.gov/publications/our-publications/lifetime-good-health/index.cfm.

OWH wrote and produced this guide. Their mission is to improve the health and well-being of all U.S. women and girls. OWH leads and coordinates the efforts of all the HHS agencies and offices involved in women's health. OWH works to educate and motivate people to live healthier lives by giving them trustworthy, accurate health information.

The guide can also be ordered by calling 1-800-994-9662 (TDD: 888-220-5446) Monday through Friday, 9 a.m. to 6 p.m.

MCH Administrative Manual Extreme Makeover



The Iowa Department of Public Health recently received a complete MCH Administrative Manual makeover. Every policy in the manual was reviewed by IDPH program staff and representative local contract agency staff. The result was the MCH Administrative Manual, 4th edition, published to the IDPH website on January 19, 2012.

The manual makeover incorporates design features that make it easy for you to use. Simply click on a policy in the table of contents and a hyperlink takes you directly to the policy. If the policy refers you to an appendix, click on the hyperlink and you will be taken to the appendix. No hunting, searching or scrolling is needed!

Please help us conclude the statewide manual makeover by completing the following steps within your agency:

1. Inform your agency staff of the local of the manual on the IDPH website (www.idph.state.ia.us/hpcdp/common/pdf/family_health/mch_manual.pdf).
2. Recommend that staff members bookmark the electronic manual or download it to their computers.
3. Use the hard copy manual (*shipped this week to the executive director of your agency*) to serve as an in-house reference for leadership and staff.
4. Remove all hard copies of the outdated manual (MCH Administrative Manual, 3rd Edition) from your agency.

IDPH sincerely thanks the state and local staff members that contributed to the makeover of the MCH Administrative Manual. Watch for highlights of the new manual in upcoming issues of **The UPdate**.

View the MCH Administrative Manual at www.idph.state.ia.us/hpcdp/common/pdf/family_health/mch_manual.pdf.

Oral Health Recent Events

News from the Bureau of Oral and Health Delivery Systems - Oral Health Center

FFY2011 EPSDT Dental Services Report

The EPSDT Dental Services reports for FFY2011 are now available. Iowa continues to have an impressive number of Medicaid-eligible children receiving dental services. Last year, 51.93 percent of Medicaid-eligible children, ages birth-14, received a dental or oral health service.



Reports are on the Iowa Department of Public Health website with county-specific information for specific age ranges of children.

The reports include:

- Total Receiving Any Dental or Oral Health Service (services provided by dental offices or clinics, including community health centers, Title V agencies and medical practitioners).
- Total Receiving Oral Health Services by Non-Dentist (services provided by Title V agencies and medical practitioners).
- Total Receiving Any Dental Service (services provided by dental offices or clinics, including community health centers).

Although for some age groups, the *percent* of children seen in FFY2011 is less than the percent in FFY2010, the *number* of Medicaid-eligible children receiving services in all age ranges actually rose since FFY2010 (Table 1) - and there were more children eligible for Medicaid in FFY2011 than in FFY2010.

Age Range	Number of additional children receiving a dental or oral health service in FFY2011 (from FFY2010)
0-5	2,541
1-5	2,376
0-14	5,214
0-20	5,134
1-20	4,969

For more information on the EPSDT Dental Services reports, contact the Oral Health Center at 1-866-528-4020.

Oral Health Recent Events *continued*

Recruiting Dentists to Rural Iowa

In case you missed it, the February webinar, Fulfilling Iowa's Needs for Dentists (FIND) program, sponsored by the Iowa Rural Health Association, is now available online!

If you have a community in your service area that is in need of a dentist - or will be in need in the next few years - then be sure to watch this webinar. You will find out about what other communities have done to recruit dentists, as well as about some of the resources that are available to assist in the process.

Go to www.iaruralhealth.org/index.php/educational-events-mainmenu-34. You can also visit the FIND website at www.iowafindproject.com.

For more information on oral health, contact the Oral Health Center at 1-866-528-4020.

Administration/Program Management

Mark Your Calendars!

The Bureau of Family Health is offering **child health / EPSDT program training** during the months of March through November 2012. Any agency staff are welcome to attend - either new staff or experienced staff who would like a refresher. The *Child Health / EPSDT - Serving Iowa's Children and Families* training presents a program overview and detail on each of the services within the child health program. Modules include the following:

- Module 1: Child Health - EPSDT *Care for Kids* Overview
- Module 2: Child Health Agency Responsibilities
- Module 3: Implementing Informing & Re-Informing Services
- Module 4: Implementing Care Coordination Services
- Module 5: EPSDT Direct Care Services
- Module 6: In Closing ...

(Note that user training on the CARES data/client record system has not yet been scheduled but will be incorporated into the schedule at a later date (sometime after March 2012) - stay tuned!

The *Child Health - EPSDT - Serving Iowa's Children and Families* trainings will be held on each of the following dates, at the times specified. All trainings will be held at the Lucas State Office Building - located directly across the street from the State Capitol Building at 321 East 12th Street in Des Moines. See the dates and conference room locations on the following page.

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Administration/Program Management

Mark Your Calendars! *continued*

- Wednesday, March 21: 11:30 a.m. - 3:30 p.m. (no lunch break), Room 523
- Friday, April 20: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 517
- Thursday, May 24: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 523
- Thursday, June 21: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 517
- Friday, July 27: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 517
- Wednesday, August 22: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 518
- Thursday, September 20: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 517
- Friday, October 19: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 518
- Monday, November 19: 9:30 a.m. - 2:30 p.m. (one hour lunch break), Room 518

Please email Janet Beaman with the names of the staff from your agency that will attend on scheduled dates. Please know that our space is limited. If seating capacity fills, we may need to request that future dates be selected.

If you have questions, contact Janet Beaman at janet.beaman@idph.iowa.gov or by phone at (515) 281-3052.

2011 Immunization Annual Report

The Iowa Department of Public Health, Bureau of Immunization and TB, has released the 2011 Iowa Immunization Program Annual Report) which can be viewed at www.idph.state.ia.us/ImmTB/Immunization.aspx?prog=Imm&pg=ImmHome.

Topics of interest in the 2011 report include:

- The Immunization Registry Information System
- Vaccine for Children Program
- Hepatitis B Program
- School and Child Care Audits
- County and State Immunization Rates
- K-12 Audit Summary Report by county
- Child Care Summary Report by county
- 2-Year-Old Immunization Rates including data table and map
- Adolescent, 13-15 Year-Old Immunization Rates including data table and map

continued on next page

Administration/Program Management

2011 Immunization Annual Report *continued*

The county immunization assessment for 2-year-old coverage corresponds to our National Performance Measure #7: Percent of children fully immunized by 24 months of age.

IME Informational Letter #1102: Electronic Data Interchange Support Services and the 5010 HIPAA Recertification

This informational letter was developed to address trouble shooting issues and common questions received by EDISS as providers have transitioned to the 5010 format. Please know that effective on and after April 1, 2012, transactions submitted in a 4010 format will no longer be accepted by the Iowa Medicaid Enterprise. Providers not ready by the deadline should prepare an action plan for compliance and submit the plan to the IME via an email to imeproviderservices@dhs.state.ia.us. The plan should include the projected compliance date and primary point of contact for follow up (name, title, phone number and email address).

The informational letter describes examples of the following commonly identified issues (see pages 10-12 of **The UPdate**).

- Total OnBoarding Errors
- Login/5010 Access Errors
- Formatting/Billing Errors
- 5010 Report Translation
- Top Nine A3:21 Rejections EDISS has Encountered

EDISS also acknowledges the frustration that providers may have experienced in past months when trying to contact EDISS for assistance. Call volume increased dramatically over these months, and staff has been added for the final month of assistance. EDISS can be reached at 800-967-7902 or by email at support@edissweb.com.

Providers are also reminded to prepare for ICD-10 implementation. CMS guidance is found at www.cms.gov/icd10.

Calendar

March 29-30

Maternal and Breastfeeding Nutrition Core Workshops

April 17-18, 2012

2012 Iowa Governor's Conference on Public Health
Scheman Conference Center, Ames

April 19, 2012

***Bureau of Family Health Grantee Committee Meeting**
9-11:30 a.m., GoToWebinar

* Required meeting

MARCH Contract Required Due Dates

12 - FP Client Visit Records

15 - Electronic Expenditure
Workbooks

29 Export WHIS Records to
IDPH



THE UPdate



Bureau of Family Health: 1-800-383-3826

Teen Line: 1-800-443-8336

Healthy Families Line: 1-800-369-2229

FAX: 515-242-6013

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Area code is 515



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1102

DATE: March 5, 2012

TO: All Iowa Medicaid Providers Billing Electronically

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Electronic Data Interchange Support Services (EDISS) and the 5010 HIPAA Recertification

EFFECTIVE: Upon Receipt

As we enter the last month of the Centers for Medicare and Medicaid Services (CMS) non-enforcement period for the 5010 HIPAA recertification, EDISS would like to address the troubleshooting issues and common questions received over the past four months. **Effective on and after April 1, 2012, transactions submitted in a 4010 format will no longer be accepted.**

Providers not ready by the deadline should prepare an action plan for compliance and submit the plan to the IME via an email to imeproviderservices@dhs.state.ia.us. The plan should include the projected compliance date, primary point of contact for follow up (name, title, phone number, and email address).

Total OnBoarding (TOB) Errors:

- Direct providers need to obtain a digital certificate for TOB from ABILITY at: vsitobsupport@abilitynetwork.com, in order to send the 5010 re-certification test files.
 - The test file needs to contain 10 clean claims in order to be 5010 recertified.
- If a vendor is used for claim submission it is the vendor's responsibility to test for 5010 on behalf of the provider. Providers are encouraged to maintain communication with the vendor if recertification for the 5010 has not been done.
- Providers who plan to receive the 5010 835 transaction (Electronic Remittance Advice), should log into the TOB and verify that the transaction is setup correctly and set to deliver to the appropriate location.
- Once transactions have been approved for 5010 Production, an email will be sent indicating approval. Please verify that the email address in the TOB profile is accurate.

Login/5010 Access Errors:

- It is important to remember that the 5010 and 4010 are separate environments and require a unique login and password for each process. Once the 5010 transactions are moved into a live production status, EDISS will provide the 5010 login credentials via the 5010 Production fax.

- The new 5010 web portal address is:
<https://ime-ediss5010.noridian.com>.
- If accessing EDISS via the Bulletin Board System, the new production phone line is: 701-277-2355.

NOTE: 5010 claims will not process in the 4010 environment. This is occurring on a regular basis and is easily avoidable.

Formatting/Billing Errors:

- A variation of a Post Office Box should not be sent in the Billing Provider Loops (2010BB) or the Secondary Provider Loops. (i.e., P.O Box, PO BX).
- A billing provider address and a service facility address cannot be the same. In this circumstance the service facility loop does not need to be sent.
- If the Billing NPI and Rendering NPI values are the same, the Rendering NPI does not need to be sent.

5010 Report Translation:

- 999 and 277CA are the reports issued after the 5010 claim submission. There is no GENRPT/Claim Confirmation Report or 997/ACK in 5010.
 - Both the 999 and 277CA are returned in ANSI X12 formatting and require translation from the billing software vendor in order to simplify interpretation.
 - PC-ACE Pro32 can be used for this translation. If different billing software is used, we recommend that the software vendor be contacted to gain assistance in the translation process.

EDISS is aware that reject reasons of A3:21s are being returned on 277CA reports, and that the reject reasons are not descriptive enough to point to a specific reason why a claim has rejected. We are working to resolve this issue and will send an email notification once updated.

Top Nine A3:21 Rejections EDISS has Encountered are:

- The Address Information (N302) is only required when there is a second address line; otherwise, do not send.
- The Address field (2010AA) may not contain the following: "Post Office Box", "P.O. Box", "PO Box", "Lock Box", or "Lock Bin."
- The Last Menstrual Period Date (2300, DTP) is only required when related to the patient's pregnancy; otherwise, do not send.
- The Zip code XXXXX was not found in Code Table ZIP.
- The Admitting Diagnosis (Loop 2300, HI) is required on all inpatient claims.
- The Admission Date Time Qualifier (Loop 2300, DTP02) must be equal to D8, for Medicare claims when the Facility Type Code (Loop 2300, CLM05.01) equals 32, 33, or 34. [Severity: Error]
- The Attending Provider Name (Loop 2310A, NM1) loop is not used for transportation claims.

- The Claim Payment Amounts do not balance for XXXXX. The Sum of Loop 2430 SVD02 amounts, 78 - sum of loop 2320 CAS adjustment amounts, 27 = Loop 2320 AMT Payer Paid amount, 78.
- The Claim Check or Remittance Date (Loop 2330B, DTP) is required when the payer identified in loop 2330B has previously adjudicated the claim and Loop 2430, Line Check or Remittance Date is not used.

Contacting EDISS:

EDISS would like to extend gratitude to all of the Iowa Medicaid providers for the patience shown throughout the 5010 transition. EDISS is aware that contacting the Help Desk for assistance has been a burden and a frustrating process over the past several months. EDISS received 10-20 times the average amount of daily calls over the past three months which led to an increase of hold time and full phone queues. Staff has been added for the final month of non-enforcement to help with reduced hold times and to free up queue space for customers. EDISS can be reached at 800-967-7902, or by email at support@edissweb.com.

ICD-10

Please make sure you are preparing for ICD-10. CMS has great guidance to consider and review at: <http://www.cms.gov/icd10/>.

If you have any questions not specifically related to electronic transactions, please contact the IME Provider Services Unit, 1-800-338-7909, locally 515-256-4609 or by email at imeproviderservices@dhs.state.ia.us.